



Safety Recall M0240

Please see the reverse side of this notice for **IMPORTANT INFORMATION** regarding:

✓ **THE REASON FOR THIS RECALL**

✓ **WHAT WE WILL DO**
-and-

✓ **WHAT YOU SHOULD DO**

Contact your Hino dealer at your earliest convenience, to arrange a service date.

If you have any questions, please call 248-699-9390



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Notification of Safety Recall M0240

To Our Valued Customer,

NHTSA Safety Recall 11V-549

This notice is being sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act.

REASON FOR THIS RECALL

Hino Motors Sales U.S.A., Inc. has decided that a defect, which relates to motor vehicle safety, exists in certain USA production of 2011 and 2012 model year NE8J vehicles. This defect involves some axle steering arm attachment bolts that may not have been properly torqued. If this condition were present the bolts could loosen further, fracture, or ultimately fall out causing a loss of steering control. This could ultimately result in a crash.

WHAT WE WILL DO

Hino Motors Sales U.S.A., Inc. will inspect your vehicle for these suspect steering arm bolts and if found, we will repair or replace the component at no cost to you.

WHAT YOU SHOULD DO

Please contact your Hino dealer as soon as possible to arrange a service date. Instructions for making this correction have been sent to your dealer. The labor time necessary to perform the inspection and / or correction is approximately one to five hours. Please ask your dealer if you wish to know how much additional time will be needed to schedule and process your vehicle.

Your Hino dealer is best equipped to provide service to ensure that your vehicle is corrected as promptly as possible. If, however, you take your vehicle to your dealer on the agreed service date, and they do not remedy this condition on that date or within three (3) days, we recommend you contact Hino Motors Sales U.S.A., Inc. customer service by calling **(248) 699-9390**.

You may be eligible to receive reimbursement for the cost of obtaining a pre-notification remedy of a problem associated with the recall. Please contact Hino Motors Sales U.S.A., Inc. customer service by calling **(248) 699-9390** with questions regarding reimbursement.

Federal Regulations require that any vehicle Lessor receiving this Recall notice must forward a copy of this notice to the Lessee within 10 days.

If you no longer have the vehicle described in this letter, please help us to update our records by calling Hino Trucks at (248) 699-9390.

After contacting your dealer and Hino Motors Sales U.S.A., Inc. customer service, if you are still not able to have the safety defect remedied without charge and within a reasonable time, you may wish to write the **Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Ave. SE, Washington DC, 20590**; or call the toll-free **Vehicle Safety Hotline at (888) 327-4236 (TTY: (800) 424-9153)**; or go to <http://www.safercar.gov>.

We are sorry to cause this inconvenience; however we have taken this action in the interest of your safety and continued satisfaction with our products.